

**Agenda**  
**ANIMAL CARE SERVICES ADVISORY BOARD MEETING**  
**ACS Facility, 4710 State Highway 151, San Antonio, TX 78227**  
**Wednesday, April 17, 2013 AT 6:30 PM**

At any time during the Animal Care Services Advisory Board Meeting, the Board may meet in Executive Session regarding any of the matters posted below in compliance with the Texas Open Meetings Act (Attorney-client, Personnel, Security, and Real Estate) under Chapter 551 of the Texas Government Code.

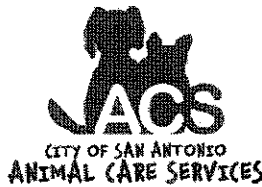
- I. Call to Order
- II. Approval of Minutes from February 20, 2013 meeting
- III. Citizens to be Heard
- IV. Director's Report regarding performance measurements for Field, Live Release, Shelter, Media, and Clinic Operations including a CNSI Update - *Presented by Kathy Davis*
- V. Report regarding Legislative Agenda for current Bills in Austin pertaining to Animal Care - *Presented by Kathy Davis*
- VI. Chapter 5 Amendment Update and possible vote regarding the Stray Hold Period - *Presented by Kathy Davis*
- VII. Alliance for Innovation presentation regarding methodologies and best practices related to the success of ACS - *presented by Heber Lefgren*
- VIII. Report regarding the inspection for ACS 151 and Brooks facilities - *Presented by Rita Brauetigam and Sallie Scott*
- IX. Set next meeting date
- X. Adjournment

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Esta reunión es accesible a personas incapacitadas. Se hará disponible el estacionamiento. **Equipo y servicios adicionales (interpretes para los sordos) se harán disponibles si se pide con cuarenta y ocho (48) horas de anticipación a la reunión.** Para asistencia llame al (210)207-7245 por voz/servicio de TTY.



# ANIMAL CARE SERVICES ADVISORY BOARD

## Meeting Minutes

February 20, 2013

6:30 p.m.

4710 State Highway 151, Annex Training Rooms 1 & 2

San Antonio, TX 78227

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**ACS Board Members<sup>1</sup>:** Mona Thaxton-Chair, William White-Vice Chair, Sallie Scott-Secretary, Rita Braeutigam, Joe Guerra\*, Randy Murdock, Shannon Espy, Cynthia Martinez\*, Michael Dowdell and Karen Speer

**Ex-Officio Members:** Kathy Davis, Erik Walsh, and \*Vincent Nathan

**Staff Liaison:** Maria Kieke

### I. Call to Order

Mona Thaxton convened the meeting at 6:43 PM with a quorum present.

### II. Approval of minutes from December 5, 2012

Rita Braeutigam moved, seconded by Michael Dowdell, to approve the December 5, 2012 meeting minutes. Motion passed.

### III. Foundation Report

Gavin Nichols with the San Antonio Area Foundation presented the FY12 annual report on SAAF's accomplishments and activities.

### IV. Citizens to be Heard

1. Deanna Lee expressed initial concerns regarding ACS's proposed ordinance amendment to change the City code Chapter 5. She recommended that the Department change the ordinance to require mandatory Spay/Neuter surgery upon the first impoundment.
2. John Bachman spoke on three subjects: (1) ACS's live release numbers, (2) final outcome of animals rescued, and (3) a need for friendlier Animal Care Officer services.

### V. Introduction of new ACS Advisory Board members

Mona Thaxton, Board Chair introduced new ACS Advisory Board members, Karen Speer and Roderick Sanchez. Additionally, Ms. Thaxton added the resignation of Board member Joseph Guerra from District 6.

### VI. Director's Report

The Director, Kathy Davis presented performance measurements and accomplishments for Field, Live Release, Shelter, Media and Clinic Operations including Fire Department recognition to Chief Hood and his staff for pet life saving incidents. Full report handouts were provided to Board members.

### VII. Discussion and possible vote regarding the Board's recommendation for various legislative bills dealing with animal care issues

Kathy Davis presented a report on two bills filed regarding humane legislation to include a pending bill as follows (1) H.B. 858 proposes to amend the Health and Safety Code, Section 821.051. The amendment proposes to abolish gas chambers state wide, leaving euthanasia by injection as the only legal method. ACS already uses EBI and supports statewide abolition of gas chambers and (2) H.B. 297 proposes to amend the Health and Safety Code,

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<sup>1</sup> One (1) ACS Board Member position is currently vacant in Council District 6

Section 822.0421. The amendment proposes to set a bond for an appeal hearing on a dangerous dog case. It further proposes that the Court shall determine the estimated cost of housing and caring for the impounded animal during the appeal process and requires the bond to be set at an amount that will cover those costs, and (3) Pending bill - this bill seeks to amend Section 801.351 of the Occupations Code to resolve the issue of establishing a veterinarian-client-patient relationship for pets housed at shelters. The amendment states that "an animal shelter may be considered the caretaker of an animal regardless of whether the shelter owns the animal." A handout of the proposed bill was provided to Board members.

The Board motioned and recommends acceptance of the House Bills Amendments as proposed. Michael Dowdell moved, seconded by Karen Speer, to approve the solutions presented. Motion passed.

#### **VIII. Additional discussion and possible vote regarding an ordinance amendment to change the City Code Chapter 5 Ordinance return to owner and stray hold period**

Kathy Davis presented an update regarding an initial proposal where ACS had proposed improving the process flow by changing the Chapter 5 Ordinance by allowing ACS to:

1. Become "Care Taker" of all pets upon intake;
2. To require all pet owners, unless they meet an approved exception, to enter into a sterilization agreement on the first impoundment; and
3. To change the "stray hold" period to begin on the day of intake (ACS will continue to hold stray pets for a minimum of 3 days for owner reclaim).

Karen Speer moved, seconded by Randy Murdock, to approve the recommended changes. Motion passed.

#### **IX. Report regarding the inspection of ACS 151 and Brooks facilities**

Michael Dowdell presented an inspection report for the ACS facility on 151, his findings were exceptional.

According to Mr. Dowdell he found staff efficient and effective. Randy Murdock presented an inspection report for the Brooks facility where he reported as excellent with the exception of a water heater. He specified that he would like to see a water heater installed at Brooks to bathe the animals and wash laundry.

Inspection Reports for next meeting: Board member Rita Brauetigam and Karen Speer agreed to report on 151 and Sallie Scott will report on Brooks.

#### **X. Discussion regarding the creation of an ACS Advisory Board Manual**

The creation of the ACS Advisory Board Manual is still in the works.

#### **XI. Next meeting**

The next ACS Advisory Board meeting will take place on April 17, 2013, at 6:30 p.m.

#### **XII. Adjournment**

The meeting adjourned at 8:33 p.m.



April 17, 2013

## **OFFICE OF THE DIRECTOR**

As we come to the halfway point of the fiscal year, the department continues to make strides in saving the lives of the City's stray animal population. For the first time ever, the Department has achieved over 80% Live Release rate for three consecutive months; **and over 90% for healthy/treatable animals only**. We continue to break boundaries, think outside of the box, while still striving to provide excellent customer service. As we gear up for kitten and puppy season, I am confident the Department will continue to collaborate across divisions and with our partners, providing as many live release outcomes as possible. I would like to personally thank our energetic, hardworking and committed staff, volunteers and community partners. Without your dedication, our continued success would not be feasible.

## **FIELD OPERATIONS**

In February and March, the Field Operations Division received 13,757 calls-for-service and impounded 2,530 stray animals. Animal Care Officers (ACO) issued 662 warnings and citations and returned 186 animals to their owners while in the field. These figures represent a decrease of 326 (2%) calls-for-service, a decrease of 600 (19%) stray animal impoundments, a decrease of 522 (45%) warnings and citations, and an increase of 60 (48%) return-to-owners in the field.

**TEXAS UNITES CONFERENCE:** Animal Care Services staff attended the Texas Unites Conference held in Austin on March 5<sup>th</sup>–7<sup>th</sup>. Field Operations team member and Animal Cruelty Specialist, Officer Audra Houghton, facilitated courses on animal hoarding and officer safety. Both courses were very popular among conference attendees and received outstanding compliments from conference staff and attendees from all over the state. As one ACS staff member put it "Audra was elevated to rock star status that weekend." The department is planning to formally thank Officer Houghton for her outstanding representation of Animal Care Services.

**CNSI:** Through the end of March, four target areas have been completed in the Comprehensive Neighborhood Sweeps Initiative (CNSI). As a result, over 11,197 homes have been visited and 991

free rabies vaccinations/city licenses administered and issued. The areas selected for this year's CNSI are areas with the highest concentration of stray animals, bite cases, and calls-for-service requests. In addition to the block walking, vaccination clinics, sterilization services and enforcement, the CNSI team will be surveying and cataloging all loose dogs and cats. The CNSI committee is also working to form partnerships with businesses and other local agencies, to maximize the impact the Initiative has in the community. The remaining 5 target areas for part 2 of the FY 2013 CNSI program have been selected. These 5 target areas will cover Districts 2-5. Eight additional zip codes have been added totaling 18 zip codes that are eligible for free spay/neuter through our 5 partners.

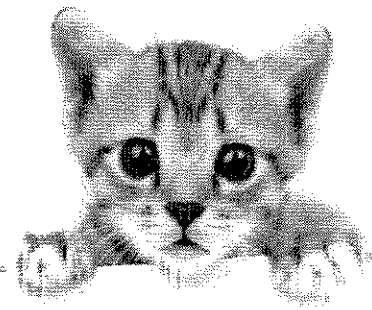
**DANGEROUS DOG/BITE CASES:** To clarify questions about our procedures, when we investigate a case, we gather the facts/evidence and make determinations based upon what the facts support as compared to what the law states.

## **LIVE RELEASE OPERATIONS**

During February and March, the Live Release Division was able to find forever adoptive homes for 1,086 pets and maintain an 82% Live Release rate average—a feat that has never been accomplished. Additionally, staff was able to send 1,667 animals to rescue partners, place 141 cats into the TNR program and 315 animals into the department's Foster Program. These figures represent an increase of 81 (8%) adoptions, 140 (14,000%) TNR cats, and 175 (125%) fosters, from February and March of last year.

**NEW SATELLITE ADOPTION VENUE:** We are thrilled to be housing adoption-ready cats and older kittens at PetSmart LaCima located near Loop 410 & Evers Road. Our partnership begins with five kennels, and will increase to the entire adoption area within the store, increasing our capacity by 12 kennels. With the addition of the PetSmart LaCima location, we now have ACS cats and kittens in 4 major pet retailer locations in San Antonio giving us up to 24 additional spaces for cats and kittens!

**KITTEN SEASON:** The Live Release Division has been gearing up for kitten season in anticipation of maintaining a 100% Live Release rate for all healthy/treatable cats and kittens. Through marketing and educational presentations, the department is working to expand our foster base—especially those willing and able to care for bottle baby puppies and kittens. In support of, the department's Chief Veterinarian, Dr. Gotbeter, offered a bottle baby training course for our fosters and rescue partners.



**STAFFING ADDITIONS:** The Live Release division is pleased to announce the arrival of Bethany Heins and Bethany Colonnese. Bethany Heins will serve as the department's Live Release Manager overseeing day-to-day operations of the department's adoption, rescue/foster, volunteer, and education outreach programs. Bethany H. comes to ACS from Best Friends Animal Society where she managed their San Antonio community cat program. Bethany's work and partnership with ACS over the last year was a major contribution to the Department's Live Release rate increase (a 23% increase in live outcomes for cats alone). Bethany brings with her additional experience managing a shelter in Wisconsin where she helped increase adoptions by over 200%.

Bethany Colonnese will serve as the department's Adoption Program Supervisor. Bethany C. has been associated with ACS for over 3 years through her previous role as Volunteer Lead where she oversaw many of our PetCo satellite adoption centers and assisted with the training of new volunteers on campus. Prior to working with ACS, Bethany served as the general manager at Macaroni Grill. We are thrilled to welcome Bethany H. and Bethany C. to the team!

**DOLLAR PER PET CHALLENGE:** The 3<sup>rd</sup> Annual ACS Dollar Per Pet Challenge kicks off in April. Citizens are asked to donate \$1.00 per pet in their household or in memory of a pet that has passed away. Donor's pet's name will be placed on a Paw Print that will hang in the annex building until the end of the challenge on May 31, 2013. Proceeds will go into the general ACS Donation Fund.

## **SHELTER OPERATIONS**

Through FY2013, 14,026 animals have been impounded, an increase of 744 animals (6%) over the Year-to-Date (YTD) target of 13,282 animals. In February and March, shelter intake was 4,311 animals.

**LOVE-A-KENNEL PROGRAM:** The department's Love-A-Kennel Program was fully implemented and can be located both on the department's website and with marketing collateral around campus. The program is designed to offer individuals an opportunity to "adopt a kennel" in lieu of an animal. This is a wonderful alternative for individuals, groups, or business that may not be able to adopt an animal, but still want to help the great work that the Department is doing. Various sponsorships levels are available and adopters (donors) will be provided signage on their adopted kennel with wording of their choosing and receive a certificate of kennel adoption. The sponsorship lasts for a period of 12 months and adopters have first option on renewal. We invite you to visit our website: [www.saacs.net](http://www.saacs.net) for further information and to download a Love-A-Kennel Donor Form.

**KENNEL MAINTENANCE:** New signage has been placed outside of the stray kennel building (Buildings 3, 4, & 5) doors providing safety protocols and adoption process information to the public. Additional inviting signage has been placed outside of the Indoor/Outdoor Cattery welcoming guests.

In addition, a new cleaner (Accel) has been ordered as part of a pilot cleaning protocol for use in the Cattery. This cleaner effectively treats for ringworm and other diseases in a shorter period of time and with less caustic side effects. This will help to further prevent the spread of disease and provide a healthy, clean environment, vital for the upcoming kitten season.

## **CLINIC OPERATIONS**

The clinic performed 2,522 surgeries in February and March. This was an increase of 841 (50%) surgeries from this time last year. Two (2) additional veterinary technicians, Terry Hernandez and Monica Rodriguez, have been hired full-time bringing the clinic team to 10 of 12 positions filled. The clinic expects to be fully staffed by early Spring.

**CLINIC SPECIAL CASES:** The clinic continues to show the commitment of the Department in that we value the life of each animal in this City, regardless of the condition they come in. This is evident through the staff's dedication to going above and beyond, think innovatively in an effort to save every single injured animal that comes in, in addition to their daily medical live release workups and spay/neuter surgeries. ChaCha, a boxer blend, and Merengue, a retriever blend, were both hit by a car in separate incidents in early January. ChaCha suffered severe neurological damage to her legs and Merengue, a fractured pelvis. After a week of stagnant gains in health, one of our veterinarians, Dr. McGookey, suggested putting them together in the one of the outside livestock corrals. Having moral support from each other and some fresh sun, over the course of their first week outside, they both started to move around—albeit slowly. Fast forward another 4 weeks with daily outside activity and some extra care from our staff, ChaCha and Merengue have regained full function of their back legs and are together in a foster home—who also happens to be one of our awesome volunteers.



In addition, after seeing one of the media stories on TV about Scooter (the Chihuahua who had his own wheelchair built by one of our Veterinary Technicians), a local Girl Scout Troop fundraised and donated a \$100 gift card to be used to buy equipment to make wheelchairs for other dogs in need. With those proceeds, the clinic was able to build 2 additional wheelchairs for Augustus (pictured) and Pepe, essentially saving their lives and allowing them to live happy, functional lives in their new forever homes.



## **MEDIA & OTHER ITEMS**

**MARKETING CAMPAIGN:** This year's marketing campaign has kicked off with a responsible pet ownership theme. In addition to new radio spots on KBBT, 98.5 The Beat and KXTN, Animal Care Services has begun our advertising with Univision. Several rounds of neighborhood billboards have been erected in target areas based on data gleaned from the CNSI project. Additionally, ACS has once again been invited to participate in this year's Fiesta Flambeau Parade.

**HIGH PROFILE MEDIA STORIES:** The PIO division has been able to secure additional national media coverage for Animal Care Services with high profile articles in magazines published by the Humane Society of the U.S. (HSUS), Best Friends Animal Society, and the National Animal Control Association (NACA).

Both the articles in the HSUS Animal Sheltering magazine and NACA News were highlighted on the front page with focuses on the shelter's recent successes and enforcement innovations respectively. The Best Friends article concerning our community cat program with the animal organization is already posted online with actual publication slated for the group's May issue.





**FEBRUARY – MARCH 2013**

### ENHANCED ENFORCEMENT

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	February Total	March Total
Number of Calls-for-Service Requests	80,771	82,000	39,078	41,782	6,476	7,281
Number of Impoundments (Overall)	34,946	31,000	13,282	14,026	1,963	2,348
Number of Impoundments (Field)	20,066	18,600	8,342	8,310	1,188	1,342
Number of Return-to-Owners (Field)	935	868	419	611	87	99
Number of Citations/Warnings Issued	5,190	6,000	2,536	3,000	302	344
Number of Licenses Issued	19,129	30,000	17,319	7,691*	1,514	N/A*
Number of Aggressive Dog Designations	14			7	1	0
Number of Dangerous Dog Designations	23			4	2	0
Number of Cruelty Cases	89			63	17	10

### IMPROVED CONTROL

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	February Total	March Total
Number of Surgeries Performed by ACS	11,086	14,000	5,126	8,041	1,246	1,276
Number of Surgeries Performed by Partners	8,760	9,434	4,717	3,044*	341*	670*
Deceased Animal Pick-Up	34,107			17,237	2,456	2,808

### INCREASED LIVE RELEASE

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	February Total	March Total
Live Release Rate	61%	70%	70%	78%	81%	83%
Number of Adoptions	6,106	6,200	3,008	3,318	540	546
Number of Rescues	12,657	10,850	4,146	5,495	683	984
Number of Return-to-Owners (Overall)	1,980	3,100	1,414	1,123	170	188
Number of Trap-Neuter>Returns		1,550	775	587	67	74
Number of Animals Fostered	1,394	3,100	821	822	140	175
Number of Volunteers	436	500	500	518		
Number of Volunteer Hours	15,679	16,000	8,000	6,312	1,035	943

### ADMINISTRATION/OTHER

Performance Indicators	FY 2012 Actual	FY 2013 Target	YTD Target	YTD Total	February Total	March Total
FY 2013 Budget	\$9.69 M	\$10.91 M	\$5.45 M	\$5.45 M		
Number of Media Interactions	376	400	200	616**	47	45

\* Information is pending from partners.

\*\*326 Media Interactions were as a result of national media coverage connected to the ASPCA Rachael Ray \$100K Challenge win.

# **Brooks Inspection Report**

by Sallie Scott

Afternoon of Monday, April 8, 2013

After going through the kennels, I visited with several employees about the facility. There was an adopter there who chose a dog to adopt.

1) Kennel with the number 1017 on it.

- 26 dogs where capacity is 50
- 3 - 4 runs need to be fixed
- Clean and water was present for every dog

2) Second Kennel

- 27 dogs where capacity is 50
- About 12 runs need to be fixed
- Clean and water was present for every dog

General:

Brooks dogs are \$25 while dogs at 151 are \$81.

Learned about "Brooks Babies" to help these dogs.

Drains are not draining properly. However, it was thought that the new pipes being installed around the area hopefully will help. A plumber was out to try to snake through and couldn't get through.

MSDS sheets properly displayed.

Laundry working properly

Hot water heater still not there even though requested for months.

Air turbines were requested for the roofs 4 in each kennel to keep things cooler for employees.

Fencing was requested to put between the two buildings requiring 9 poles and a gate for the mower to fit through so the dogs could have a place to run and play.

3) Kitten Ward

- Six cage bank
- One cage had 5 kittens
- Very clean and quiet

4) Feral Cat Colony

- Some of the cats were inside the kennels or wandering around.
- They seem indifferent to the dogs.

5) Room where drugs are kept

- Neat and in order

6) Office/Trailer

- Divided for efficiency
- Clean and neat